

MOTIVATION AND SATISFACTION OF CVs IN OYO STATE

QUESTIONNAIRE

Dear CV, this questionnaire is to obtain information on your activities on the ANRiN project. Please note that there are no wrong or right answers. The questionnaire will take 5 to 10 minutes to answer and we will appreciate your honest response. Thank you for your time.

SN	Questions and Filters	Code	Comments
Q1	What is your name		
Q2	LGAs where you have worked		
Q3	Please provide your current Age (in years)		Numerical
Q4	What is your sex?	Male Female	
Q5	What is your religion?	Chritianity Muslim Traditional	
Q7	What is your level of education?	No formal education Primary Secondary Tertiary	
Q8	Marital Status	Single Married Separated/Divorced Widowed	
Q9	What is your major/other Occupation?		
Q10	Do you have children living with you?	Yes No	
Q11	Aside ANRiN, have you volunteered for other community health program	Yes No	
Q12	How many health programmes have you volunteered for? (e.g 1,2,3,4)		Numerical
Q13	How long have you worked as a health volunteer? (For any health programme at all) (Specify in years or months)		Numerical
Q14	How long have you been a CV for the ANRiN project? (Please specify the year or month)		Numerical
Q15	Do you work every day on the ANRiN project?	Yes No	
Motivation as a Community Volunteer			

Kindly answer all questions in this section. Please choose the options that appears most appropriate to you. There is no right or wrong answer.

Q16	What is your motivation to be a CV?	Personal interest Recognition in the community Money Desire to help others Religious belief Familiarity with community Acquisition of knowledge Networking Others (Please Specify).....	
Q17	What are your Challenges of working as a CV?	Safety Community acceptance No family support Poor Payment Process of service delivery Incompatible phone Health Time Meeting target Documentation of data using daily registers and the ANRiN App	
Q18	The project staff are quick to resolve any challenges	Strongly Agree Agree Neutral Disagree Strongly Disagree	
Q19	I get good support from project staff when there are challenges	Strongly Agree Agree Neutral Disagree Strongly Disagree	
Q20	I enjoy good working relations with my colleagues on the project*	Strongly Agree Agree Neutral Disagree Strongly Disagree	
Q21	I like the treatment I receive from the project staff*	Strongly Agree Agree Neutral Disagree Strongly Disagree	
Q22	I enjoy good working relations with supervisors/team leads*	Strongly Agree Agree	

		Neutral Disagree Strongly Disagree	
Q23	My effort is recognised and I get appreciated for my achievement as a CV by the project staff	Strongly Agree Agree Neutral Disagree Strongly Disagree	
Q24	My social status in the community has improved because of being a volunteer	Strongly Agree Agree Neutral Disagree Strongly Disagree	
Q25	I like the resources provided for the project – registers, phones, power banks	Strongly Agree Agree Neutral Disagree Strongly Disagree	
Q26	I like the financial reward I get from the project	Strongly Agree Agree Neutral Disagree Strongly Disagree	
Q27	I like the non-financial benefits I receive on the project e.g. the end-of year gift	Strongly Agree Agree Neutral Disagree Strongly Disagree	
Q28	The project staff really cares about my well-being	Strongly Agree Agree Neutral Disagree Strongly Disagree	
Q29	I always complete my tasks efficiently and correctly	Strongly Agree Agree Neutral Disagree Strongly Disagree	
Q30	I am glad to be a volunteer on the ANRiN project	Strongly Agree Agree Neutral Disagree Strongly Disagree	

Q31	I would like to work with the organisation on another project	Strongly Agree Agree Neutral Disagree Strongly Disagree	
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Satisfaction as a Community Volunteer

Kindly answer all questions in this section. Please choose the options that appears most appropriate to you. There is no right or wrong answer.

Q32	Payment received for work done	Very Satisfied Satisfied Neither Satisfied nor Dissatisfied Dissatisfied Very Dissatisfied	
Q33	Mode of payment	Very Satisfied Satisfied Neither Satisfied nor Dissatisfied Dissatisfied Very Dissatisfied	
Q34	Other allowances given on the work	Very Satisfied Satisfied Neither Satisfied nor Dissatisfied Dissatisfied Very Dissatisfied	
Q35	Time spent on the work	Very Satisfied Satisfied Neither Satisfied nor Dissatisfied Dissatisfied Very Dissatisfied	
Q36	Training Received	Very Satisfied Satisfied Neither Satisfied nor Dissatisfied Dissatisfied Very Dissatisfied	
Q37	Supervision received	Very Satisfied Satisfied Neither Satisfied nor Dissatisfied Dissatisfied Very Dissatisfied	
Q38	Supplies for the work – commodities, gadgets	Very Satisfied Satisfied Neither Satisfied nor Dissatisfied Dissatisfied Very Dissatisfied	
Q39	Community acceptance of the project	Very Satisfied	

		Satisfied Neither Satisfied nor Dissatisfied Dissatisfied Very Dissatisfied	
Q40	Target given to be achieved	Very Satisfied Satisfied Neither Satisfied nor Dissatisfied Dissatisfied Very Dissatisfied	
Q41	Documentation of data using daily registers and ANRiN App	Very Satisfied Satisfied Neither Satisfied nor Dissatisfied Dissatisfied Very Dissatisfied	

Key Informant Interview (KII) Guide

Target: Local leaders, health workers, program coordinators

Objective: Explore external perceptions of CVs, program implementation, and community dynamics

SN	Questions	Probe
1	Can you describe your role in relation to the ANRiN project?	<ul style="list-style-type: none"> - <i>What specific responsibilities do you have in relation to CVs?</i> - <i>How long have you been involved with this project?</i>
2	How do you interact with community volunteers (CVs)?	<ul style="list-style-type: none"> - <i>How frequently do you meet with them?</i> - <i>What type of support, guidance, or supervision do you provide?</i>
3	In your opinion, how effective are CVs in delivering maternal and child nutrition services?	<ul style="list-style-type: none"> - <i>Can you share examples of successful interventions or improvements linked to CVs?</i> - <i>Are there areas where you feel CVs need additional training or support?</i>
4	How are they perceived by community members?	<ul style="list-style-type: none"> - <i>Are CVs trusted by mothers and caregivers?</i> - <i>Do cultural, religious, or gender dynamics influence community perceptions of CVs?</i>
5	What factors help keep CVs engaged and motivated?	<ul style="list-style-type: none"> - <i>Do incentives (financial or non-financial) play a major role?</i> - <i>How does recognition by community leaders or health officials influence motivation?</i>
6	Have you noticed challenges in retaining CVs?	<ul style="list-style-type: none"> - <i>What are the common reasons for attrition or drop-out?</i> - <i>Are these challenges more common in certain groups (e.g., younger vs. older volunteers, men vs. women)?</i>
7	What sociocultural, logistical, or gender-related barriers have you observed that affect CV performance?	<ul style="list-style-type: none"> - <i>Are there cultural beliefs or traditional practices that hinder service uptake?</i> - <i>How do transport or financial constraints affect their work?</i>
8	How do CVs overcome community resistance?	<ul style="list-style-type: none"> - <i>Have you seen CVs use particular strategies (e.g., involving local leaders, using religious institutions)?</i> - <i>Can you share a case where resistance was successfully managed?</i>
9	What improvements would you recommend to strengthen the role of CVs in nutrition programs?	<ul style="list-style-type: none"> - <i>What changes should be made at the program design level?</i> - <i>What kind of training, supervision, or incentives should be added?</i>

In-Depth Interview (IDI) Guide

Target: Individual CVs

Objective: Understand personal experiences, motivation, satisfaction, and challenges

SN	Questions	Probe
1	Can you describe your role in relation to the ANRiN project?	<ul style="list-style-type: none"> - <i>What specific responsibilities do you have in relation to CVs?</i> - <i>How long have you been involved with this project?</i>
2	How do you interact with community volunteers (CVs)?	<ul style="list-style-type: none"> - <i>How frequently do you meet with them?</i> - <i>What type of support, guidance, or supervision do you provide?</i>
3	In your opinion, how effective are CVs in delivering maternal and child nutrition services?	<ul style="list-style-type: none"> - <i>Can you share examples of successful interventions or improvements linked to CVs?</i> - <i>Are there areas where you feel CVs need additional training or support?</i>
4	How are they perceived by community members?	<ul style="list-style-type: none"> - <i>Are CVs trusted by mothers and caregivers?</i> - <i>Do cultural, religious, or gender dynamics influence community perceptions of CVs?</i>
5	What factors help keep CVs engaged and motivated?	<ul style="list-style-type: none"> - <i>Do incentives (financial or non-financial) play a major role?</i> - <i>How does recognition by community leaders or health officials influence motivation?</i>
6	Have you noticed challenges in retaining CVs?	<ul style="list-style-type: none"> - <i>What are the common reasons for attrition or drop-out?</i> - <i>Are these challenges more common in certain groups (e.g., younger vs. older volunteers, men vs. women)?</i>
7	What sociocultural, logistical, or gender-related barriers have you observed that affect CV performance?	<ul style="list-style-type: none"> - <i>Are there cultural beliefs or traditional practices that hinder service uptake?</i> - <i>How do transport or financial constraints affect their work?</i>
8	How do CVs overcome community resistance?	<ul style="list-style-type: none"> - <i>Have you seen CVs use particular strategies (e.g., involving local leaders, using religious institutions)?</i> - <i>Can you share a case where resistance was successfully managed?</i>
9	What improvements would you recommend to strengthen the role of CVs in nutrition programs?	<ul style="list-style-type: none"> - <i>What changes should be made at the program design level?</i> - <i>What kind of training, supervision, or incentives should be added?</i>

Focus Group Discussion (FGD) Guide

Target: Groups of CVs (6–10 participants per group, stratified by region)

Objective: Capture collective experiences, common themes, and variations

Focus Group Discussion (FGD) Guide for Community Volunteers (CVs)

SN	Questions	Probes
1	What motivated you to become a CV?	<ul style="list-style-type: none"> - <i>Was it financial, recognition, or the desire to help your community?</i> - <i>Did family, friends, or leaders influence your decision?</i>
2	What do you see as the main role of CVs in this community?	<ul style="list-style-type: none"> - <i>How do you explain your work to others?</i> - <i>Do you feel your role is well recognized by the community?</i>
3	Share an example of a time when your work made a big difference.	<ul style="list-style-type: none"> - <i>What exactly did you do?</i> <i>How did the family or community respond?</i> - <i>Did this experience change how you feel about your role?</i>
4	What aspects of your work make you most satisfied?	<ul style="list-style-type: none"> - <i>Is it when mothers follow your advice, when children improve, or when you receive recognition?</i> - <i>How do you celebrate successes as a group?</i>
5	What challenges reduce your motivation?	<ul style="list-style-type: none"> - <i>Do transport costs, community resistance, or lack of incentives discourage you most?</i> <i>How do you cope with these challenges?</i>
6	How do training and supervision help you in your role?	<ul style="list-style-type: none"> - <i>What trainings have been most useful?</i> <i>Are there gaps in the training you wish were addressed?</i> - <i>How often do you receive supervision and feedback?</i>
7	Are the financial and non-financial incentives adequate?	<ul style="list-style-type: none"> - <i>How well do the allowances cover your costs?</i> - <i>Do non-financial incentives (recognition, respect, opportunities) make a difference?</i>
8	How do households respond to your messages?	<ul style="list-style-type: none"> - <i>Are they usually receptive, resistant, or selective?</i> - <i>Do men and women respond differently?</i>
9	What cultural or gender barriers affect your work?	<ul style="list-style-type: none"> - <i>Have you encountered situations where husbands or elders prevent uptake of services?</i> - <i>Do certain cultural beliefs or ethnic differences make your work harder?</i>
10	As a group, how do you manage challenges like transport, distrust, or ethnic/language barriers?	<ul style="list-style-type: none"> - <i>What creative solutions have you come up with?</i> - <i>Do you support each other in overcoming these issues?</i>

11	What strategies have worked best?	<ul style="list-style-type: none">- <i>Can you share specific examples of approaches that improved acceptance?</i>- <i>How did community leaders or champions help?</i>
12	What would you suggest to improve this program for volunteers like you?	<ul style="list-style-type: none">- <i>What immediate changes would make your work easier?</i>- <i>What long-term changes would sustain your motivation?</i>
13	How can the community better support you?	<ul style="list-style-type: none">- <i>What role should leaders, men, or other groups play?</i>- <i>Are there ways the community could share transport, space, or resources?</i>